

meaningful competition enforcement clauses from their major (if not sole-source) supplier and competitor and requires the ordering of such reporting and remedies. This may require some manual record keeping, but a simple database logging in trouble tickets on such software defects can simplify process. This should not be burdensome to the ILEC, and the adoption would be highly beneficial to CLECs that often have their preordering/ordering throughput stalled by such errors.

**ORDERING/PROVISIONING STATUS NOTIFIERS  
 AND QUALITY METRICS:**

<b>Metric Number: Name:</b>	
<b>5. CLEC Center Responses in X Days</b>	
<b>Definition:</b>	
This measure tracks the responsiveness of ILEC account representatives, CLEC Support Centers/help desks in responding to CLEC trouble tickets keeping them from entering orders without rejections, obtaining accurate information to serve or avoid double-billing the customer, or providing customers with the status of their order.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC requests for information available in a clear and not contradicted manner on ILEC web site.</li> <li>• CLEC requests for information that does not affect the placement of orders or pertain to a missing notifier.</li> </ul>	
<b>Business Rules:</b>	
The start time for the measurement is when the CLEC contacts their account representative or the appropriate CLEC center/help desk for the problem with the order-impeding problem, database accuracy or missing notifier information. The contact can be either through telephone call or email. The clock stops when a response adequate to enable CLEC to place stalled order, when the missing notifier is received, and the inaccurate database information is corrected. If the CLEC finds that the response did not resolve the problem, it must report back this failure within 12 business hours to keep the ticket open. An ordering problem may include an unexplained rejection of an order or rejections due to errors in ILEC databases or web status reports (i.e. wrong address used for validation, missing critical loop make up information, line lost listee did not leave carrier or missing loss reports, etc.)	
<b>Levels Of Disaggregation:</b>	
Ordering Impediments Missing Notifiers (Acknowledgements, FOCs/LSRCs, Rejects, Provisioning and Billing Completion, Line Loss Notifications). Database/Web Status Inaccuracies/Omissions	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Number of Trouble Tickets Resolved Within Benchmark / Total Number of Trouble Tickets Due Resolution in the Reporting Period.	CLEC Specific CLEC Aggregate ILEC Affiliate(s) Geographic: State
<b>Benchmark/Parity Performance Standard:</b>	
Ordering Impediments (Mechanized and Manual): 95% in by end of next business day. Missing Notifier Trouble Tickets: 95% in 24 business hours Database/Web Status Inaccuracies/Omissions – 95% in 24 business hours.	
<b>Impact on Carriers' Regulatory Burden:</b>	

Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This should not be burdensome to track through a database used by the account rep or help desk. ILECs will claim that the benchmarks are burdensome, but they likely would not let their own ordering be stalled for more than 48 hours or let customers wait more than three days with questions about the status of their order.

<b>Metric Number: Name:</b>
<b>6. Percent Order Accuracy</b>
<b>Definition:</b>
This measure indicates whether ILEC manual intervention resulted in errors in providing service/features compared to what CLEC ordered on the LSR or in migrating what customer currently has when services/features are migrated "as is." Directory Listing Requests (DSRs) also are compared to retyped listing orders to determine accuracy before publication.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Orders Cancelled Prior to Provisioning.</li> <li>• Test and Administrative Orders.</li> </ul>
<b>Business Rules:</b>
<p>For each order completed during the reporting period, the original account profile and the LSR that the CLEC sent to the ILEC are compared to the services and features reflected upon the account profile (CSR/Fielded CSR) as it exists following completion of the order by the ILEC. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original and the post order completion account profile) completely and accurately reflect the activity specified on the original and any supplemental CLEC orders. Total number of orders completed is the total number of order completion notices sent to the CLEC by the ILEC for each disaggregation. The DSR would be compared to the final proof before publication.</p> <ul style="list-style-type: none"> <li>• Order Supplements - If the CLEC initiates any supplements to the originally submitted order, for the purposes of reflecting changes in customer requirements, then the cumulative effect of the initial order and all the supplemental orders will be compared. Differences will be determined by comparing the pre- and post-order completion account profiles for the affected customer.</li> <li>• Completion Notices - To the extent that the ILEC supplies a completion notice containing sufficient information to perform validation of the order accuracy, then the Completion Notice (Fielded Completions) information can be utilized in lieu of the comparison of the "before" and "after" account profiles. Use of the completion notice for this purpose would need to be at the mutual agreement of the ILEC and the CLEC.</li> <li>• Although the ILEC would be expected to ultimately move to comparing all orders to provisioned services, initially sampling may be utilized to establish order accuracy. Sampling is permissible only on an interim basis and provided the results produced are adequate for each disaggregated product, the sample methodology is disclosed in advance and reflects generally accepted sampling methodology and CLECs may have input into the sampling process and this process must be audited annually.</li> <li>• Top 6 main types of errors will be reported to CLECs monthly and training provided to ILEC personnel to avoid problems in the future.</li> </ul>
<b>Levels Of Disaggregation:</b>
UNE-P

UNE-Loop (Includes all types of loops and capacity, as well as EELs) DSRs LNP Resale (Includes all types of products)	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
LSRs/ASRs/DSRs Provisioned without Error / Orders Sent Completion Notices in Reporting Period.	CLEC Specific CLEC Aggregate ILEC ILEC Affiliate(s) Geographic-State
<b>Benchmark/Parity Performance Standard:</b>	
98% Completed Without Error.	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. To ease burdens on ILECs. CLECs are accepting reporting on a sampling basis until the system is automated to compare the LSR/DSR to the provisioned services as registered on fielded completion or post-conversion CSR.	

<b>Metric Number: Name:</b>	
<b>7. Percent Flow Through</b>	
<b>Definition:</b>	
This measurement shows the percent of electronically received orders processed all the way to the ILEC's initial provisioning group without manual intervention.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Test and Administrative Orders</li> <li>• Orders submitted manually by CLEC when the ILEC has provided specifications for and have implemented with at least one CLEC, a working application-to-application interface.</li> </ul>	
<b>Business Rules:</b>	
Percent Mechanized Order Flow Through-Total identifies the total orders processed from acceptance at the ILEC gateway to the ILEC service order processor and other legacy systems without manual intervention. For each type of order, the count includes orders that arrive at the initial provisioning work group(s) without manual intervention from initial order creation by the ILEC until the time the order is delivered to the appropriate work group responsible for physical work. The resulting count is divided by the total number of orders (of the same type) that were processed during the reporting period with the result expressed as a percentage. Percent Mechanized Order Flow Through-Designed is similar except the ILEC excludes from the denominator any orders or features it has not publicized as eligible to flow-through.	
<b>Levels Of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• UNE-Platform</li> <li>• UNE-Loops (all types and capacities of loops included, including EELs)</li> <li>• Resale</li> <li>• UNE Other</li> </ul>	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
<b>Total Flow Through:</b>  $\left[ \frac{\text{Total Number of Orders Processed Without Manual Intervention}}{\text{Total Number of LSRs Submitted in the Reporting Period}} \right] \times 100$  <b>Designed to Flow Through:</b>  $\left[ \frac{\text{Total Number of LSRs Processed Without Manual Intervention}}{\text{Total Number of LSRs Designed to Flow Through Submitted in the Reporting Period}} \right] \times 100$	CLEC Specific CLEC Aggregate Geographic: State
<b>Benchmark/Parity Performance Standard:</b>	
Total: 90% Resale	

90% UNE-Platform  
90% UNE-Loop  
75% UNE Other

Designed:  
97% for all disaggregations above.

**Impact on Carriers' Regulatory Burden:**

Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. High flow-through levels are key to ensure that ILECs do not backslide by cutting back on their workforce. Most major ILECs already measure flow-through of one type or both of the above, so additional programming would mainly focus on improvements to meet standards.

<b>Metric Number: Name:</b>	
<b>8. Percent On-Time LSRC/FOC</b>	
<b>Definition:</b>	
Measures whether confirmations of committed due dates are received within the established benchmark interval for fully mechanized, partially mechanized (submitted electronically but requiring manual intervention), and manual orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Unsolicited LSRCs/FOCs</li> <li>• Disconnect LSRs/ASRs</li> <li>• LSRs/ASRs Cancelled Before FOC Receipt</li> <li>• Record LSRs/ASRs</li> <li>• Non-business hours for non-mechanized and partially mechanized orders.</li> </ul>	
<b>Business Rules:</b>	
<p>The interval for determining on-time performance begins when the ILEC receives a valid (non-rejected) LSR/ASR and stops when a complete (completed with all required information) LSRC/ASRC with a valid due date is returned to the CLEC interface gateway. The elapsed time is calculated for each service request. For each level of mechanization, the number of LSRCs/FOCs returned within the benchmark interval is divided by the total number of confirmations due in the reporting period. Using service requests for which a confirmation is due captures the number of confirmations received late and those not yet received.</p> <p>The ILEC is expected at a minimum to perform an electronic facilities check to ensure that due dates delivered on the LSRC/FOC can be relied upon. ILECs should check the availability of facilities in internal databases before returning LSRC/FOC for new service orders. The unavailability of facilities does not excuse the ILEC from meeting the FOC interval, although it may affect the due date.</p> <p>The ILEC and the CLEC are each responsible for any third-party or value-added providers they each may hire in adding time or contributing to missing notifiers.</p> <p>Data where the start time or end time is not available is calculated as a miss.</p>	
<b>Levels Of Disaggregation:</b>	
Fully Mechanized Partially Mechanized Manual Electronically Submitted Projects Manually Submitted Projects	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
(Number of Complete FOCs/LSRCs Received on or Within Benchmark Interval / Total Number of FOCs/LSRCs Due in Reporting Period) x 100	CLEC Specific CLEC Aggregate ILEC Affiliate(s) Geographic: State



**Benchmark/Parity Performance Standard:**

Fully Mechanized = 95%  $\leq$  1 system hour  
Partially Mechanized = 95%  $\leq$  4 business hours  
Manual = 95% in 24 business hours.  
Mechanized Orders > 20 lines = 48 hours  
Manual Orders > 20 lines = 72 hours

**Impact on Carriers' Regulatory Burden:**

Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This measurement is provided by nearly all of the large ILECs today and does not contribute any additional burdens. The additional disaggregation is proposed to give the ILEC more time to check facilities availability for larger orders while enabling to CLEC to come closer to providing customers due date information at the same speed as ILEC representatives provide due dates to customers. The benchmark for partially mechanized orders strikes a balance between recognizing the longer intervals resulting from manual intervention but short enough to encourage the ILECs to keep programming more orders to flow through.

<b>Metric Number: Name:</b>	
<b>9. Percent On-Time Reject Notices</b>	
<b>Definition:</b>	
This measurement shows whether reject notices are received within the established benchmark interval for fully mechanized, partially mechanized (submitted electronically but requiring manual intervention), and manual orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Disconnect LSRs/ASRs</li> <li>• LSRs/ASRs Cancelled Before FOC Receipt</li> <li>• Record LSRs/ASRs</li> <li>• Non-business hours for non-mechanized and partially mechanized orders.</li> </ul>	
<b>Business Rules:</b>	
<p>The interval for determining on-time performance begins when the ILEC receives an LSR/ASR is received and stops when a valid and complete rejection notice is returned to the CLEC interface gateway. The elapsed time is calculated for each notice received and divided by the total number of reject notices received in the reporting period.</p> <p>The ILEC and the CLEC are each responsible for any third-parties or value-added providers they each may hire in adding time or contributing to missing notifiers.</p> <p>Data where the start time or end time is not available is calculated as a miss.</p>	
<b>Levels Of Disaggregation:</b>	
Fully Mechanized Partially Mechanized Manual	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Number of Valid/Complete Rejections Received On or Within Benchmark / Total Number of Rejection Notices Received Within the Reporting Period	CLEC Specific CLEC Aggregate ILEC Affiliate(s) Geographic: State
<b>Benchmark/Parity Performance Standard:</b>	
Fully Mechanized = 95% ≤ 1 system hour Partially Mechanized = 95% ≤ 4 business hours Manual = 95% in 8 business hours.	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This measurement is provided by nearly all of the large ILECs today and does not constitute any additional burdens. The benchmark for partially mechanized reject notices strikes a balance between recognizing the longer intervals resulting from manual intervention but	

short enough to encourage the ILECs to keep programming more reject notices to flow through. The quicker a reject notice is returned the faster the CLEC can work on correcting errors it caused or escalating wrongly rejected orders to preserve the timely provisioning of service for the customer.

<b>Metric Number: Name:</b>
<b>10. Percent Jeopardy Notices</b>
<b>Definition:</b>
A measurement of whether the CLEC receives advance notice of due dates in jeopardy before appointments are missed.
<b>Exclusions:</b>
None
<b>Business Rules:</b>
The metric includes all jeopardy notices sent before the due date and does not count those sent after the due date. Numbers may be greater than 100% if the ILEC sends jeopardy notices but still is able to meet the original due date.
<b>Levels Of Disaggregation:</b>
<ul style="list-style-type: none"> <li>• All Products Below Will Be Disaggregated Dispatch/Non-Dispatch As Appropriate.</li> </ul> <p>UNE Platform</p> <ul style="list-style-type: none"> <li>Residential</li> <li>Business (includes Centrex)</li> </ul> <p>UNE Enhanced Extended Links (loop, mutiplexer and transport)</p> <p>Line Sharing</p> <p>Line Splitting</p> <p>UNE Loop-2 wire analog basic loops</p> <p>UNE Loop-4 wire analog basic loop</p> <p>UNE 2-wire Digital (DS0, ISDN BRI)</p> <p>UNE Loop-xDSL loop</p> <ul style="list-style-type: none"> <li>With Conditioning</li> <li>Without Conditioning</li> </ul> <p>UNE 4-wire Digital (DS1, ISDN PRI)</p> <p>UNE Loop-DS3</p> <p>UNE Loop-OCn.</p> <p>Dedicated Transport (Interoffice Facilities)</p> <ul style="list-style-type: none"> <li>DS0</li> <li>DS1</li> <li>DS3</li> <li>OCn</li> </ul> <p>Dark Fiber Loop and Transport</p> <p>Trunks: (inbound, outbound and two-way)</p> <p>Resale POTS</p> <p>Resale Specials</p>

<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Number of Jeopardy Notices Sent <24, 24–48 hours, >48 Prior to Due Date / Number of Missed Due Dates During the Reporting Period	CLEC Specific CLEC Aggregate ILEC ILEC Affiliate(s) Geographic: Provisioning/Maintenance Regions Or Competitive Zones
<b>Benchmark/Parity Performance Standard:</b>	
98% Advance Notice of Missed Due Dates /Parity On How Much Notice	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. Jeopardy notice measurements are provided by nearly all of the large ILECs today and should not contribute any additional burdens. Most ILECs have automated jeopardy notices making it easier to measure and report on this important metric.	

<b>Metric Number: Name:</b>	
<b>11. Percent On Time Completion Notices</b>	
<b>Definition:</b>	
This metric measures the timeliness of CLEC receipt of (1) Provisioning Completion Notices (PCN) indicating that the physical work had been done and (2) Billing Completion Notice (BCN) indicating that the change of the customer's service provider has closed to billing and the Customer Service Record (CSR) is updated.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"><li>• Orders cancelled before completion</li><li>• Test orders</li></ul>	
<b>Business Rules:</b>	
The interval measured in determining the timeliness of a PCN starts with the time the ILEC technician logs the completion of physical work and ends when the notice reaches the CLEC interface. The timeliness of the BCN begins with the time the ILEC technician logs the completion of physical work and ends when the notice reaches the CLEC interface that the billing system has been updated. If no completion notice is received within the period due after completion, the interval is considered missed. PCNs and BCNs sent before the physical work is completed are not valid.	
<b>Levels Of Disaggregation:</b>	
BCN PCN	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Number of Valid PCNs Received on Time / Total Number of PCNs Due in Reporting Period.	CLEC Specific CLEC Aggregate ILEC Affiliate(s) Geography: State
Number of Valid BCNs Received on Time / Total Number of BCNs Due in Reporting Period.	
<b>Benchmark/Parity Performance Standard:</b>	
PCN = 95% within 6 system hours BCN = 95% within 24 system hours	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. The sending of completion notices can be automated and, thus, reporting on their intervals for transmission should not be burdensome to ILECs. These notices are crucial to CLECs in the establishment of initial, favorable relationships with customers in terms of resolving problems, sending fulfillment information, and avoiding double-billing.	

<b>Metric Number: Name:</b>	
<b>12. Percent Timely Loss Notifications</b>	
<b>Definition:</b>	
This measurement indicates whether the ILEC promptly notified the CLEC that a customer has returned to the ILEC or moved to another CLEC. When the ILEC's switch is used to serve the customer, either through resale or UNE-P, such departures are not readily known to the losing CLEC.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The interval measured starts with the customer's migration to the gaining carrier and ends when an accurate loss notification is transmitted to the losing CLEC. The notification must be done through an electronic notifier rather than a web page listing lost customer accounts. Inaccurate and missing notices are considered late.	
<b>Levels Of Disaggregation:</b>	
Residential Business	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
(Number of Accurate Loss Notices Sent Within Benchmark / Total Number of Loss Notifiers Due in Reporting Period) x 100	CLEC Specific CLEC Aggregate ILEC Affiliate(s) Geographic: State
<b>Benchmark/Parity Performance Standard:</b>	
98% Within 24 hours of migration to gaining carrier.	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This measurement is new to most ILECs except Ameritech, but it should be able to be implemented easily through system programming to recognize loss notification. Customers get angry if CLECs keep billing them after migration to another carrier.	

## PROVISIONING METRICS

<b>Metric Number: Name:</b>
<b>13. Average Completion Interval (with dispersion around average)</b>
<b>Definition:</b>
A measurement of the time it takes the ILEC to provision a CLEC service request beginning when a CLEC submits a valid service request to the time when the order is completed.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Verified Customer Not Ready (CNR) situations are excluded from the calculation. Such CNRs represent a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: CLEC is not ready, end user is not ready; connecting company, or third-party supplier is not ready. The ILEC must ensure that established procedures are followed to notify CLEC of a CNR situation and allow a reasonable period of time for CLEC to correct.</li> <li>• Orders where the CLEC has selected a due date greater than or less than the published standard interval.</li> <li>• ILEC/CLEC Test or Administrative Orders.</li> <li>• Orders cancelled prior to due date, otherwise orders cancelled after the due date are measured to the date of cancellation.</li> </ul>
<b>Business Rules:</b>
The completion interval begins when the ILEC receives an error-free (non-rejected) LSR/ASR from the CLEC to the completion of the order. Completion may also involved cooperative acceptance testing those shows the measured product to be working.
<b>Levels Of Disaggregation:</b>
<ul style="list-style-type: none"> <li>• All Products Below Should Be Disaggregated Dispatch/Non-Dispatch As Appropriate.</li> </ul> <p>UNE Platform</p> <p>Residential</p> <p>Business (includes Centrex)</p> <p>UNE Enhanced Extended Links (loop, mutiplexer and transport)</p> <p>Line Sharing</p> <p>Line Splitting</p> <p>UNE Loop-2 wire analog basic loops</p> <p>UNE Loop-4 wire analog basic loops</p> <p>UNE 2-wire Digital (DS0, ISDN BRI)</p> <p>UNE Loop-xDSL loop</p> <p>With Conditioning</p> <p>Without Conditioning</p> <p>UNE 4-wire Digital (DS1, ISDN PRI)</p> <p>UNE Loop-DS3</p> <p>UNE Loop-OCn.</p> <p>Dedicated Transport (Interoffice Facilities)</p>



DS0 DS1 DS3 OCn Dark Fiber Loop and Transport Trunks: (inbound, outbound and two-way) Resale POTS Resale Specials Stand Alone LNP Stand Alone Directory Listings	
Calculation:	Report Structure/Geography:
<p>(Physical Work Completion Date and Time – Receipt of a Valid LSR/ASR ) / (Count of Orders Completed in the Reporting Period)</p> <p>Distribution:            (Physical Work Completion – Committed Due Date) / Count of Orders Completed in the Reporting Period) x 100.</p> <p>Distributed by 1, 3, 5, &gt;10 Days Shorter and Longer than Standard Interval. (Shorter Standard Intervals would have a more limited distribution for delivery less than the due date)</p>	<p>CLEC Specific            CLEC Aggregate            ILEC Specific            ILEC Affiliate(s)            Geographic:                Provisioning/Maintenance Regions                Or Competitive Zones.</p>
<b>Benchmark/Parity Performance Standard:</b>	
Average Should Be Same as Product Intervals in Attachment A.	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This is a standard, easily automated metric for most ILECs.	

<b>Metric Number: Name:</b>
<b>14. Percent Orders Completed On Time</b>
<b>Definition:</b>
This measurement shows the percent of time the ILEC provisions a CLEC service request on the due date committed to on FOCs/LSRCs.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Verified Customer Not Ready (CNR) situations are excluded from the calculation. Such CNRs represent a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: CLEC is not ready, end user is not ready; connecting company, or third-party supplier is not ready. The ILEC must ensure that established procedures are followed to notify CLEC of a CNR situation and allow a reasonable period of time for CLEC to correct.</li> <li>• ILEC/CLEC Test or Administrative Orders.</li> <li>• Orders cancelled prior to due date, otherwise, orders cancelled after the due date is missed are not counted as timely.</li> </ul>
<b>Business Rules:</b>
<p>The percentage of orders completed on time is determined by first counting, for each specified reporting dimension, both the total numbers of orders completed within the reporting period and the number of orders completed by the committed due date (as specified on the initial FOC/LSRC returned in response to the CLECs final ASR/LSR submission). For each reporting dimension, the resulting count of orders completed no later than the committed due date is divided by the total number of orders completed.</p> <ul style="list-style-type: none"> <li>• Both requests for due dates beyond the standard interval date and expedite orders (shorter than the standard interval) are included in this calculation.</li> <li>• Measures are based on the last ASR/LSR sent and the associated FOC Due Date received from the ILEC.</li> <li>• Selection is based on circuits completed by the ILEC during the reporting period. An ASR/LSR may provision more than one circuit and ILECs may break the ASR/LSR into separate internal orders, however, the ASR/LSR is not considered completed for measurement purposes until all circuits are completed.</li> <li>• The ILEC Completion Date is the date upon which the ILEC completes installation of the circuit, as noted on a completion advice to CLEC.</li> <li>• If due date is changed by unsolicited FOC/LSRC, the first committed due date is considered missed.</li> <li>• Estimated due dates provided when facilities are not available initially will be used to measure on time performance unless changed by a FOC/LSRC at least 10 days before the estimated due date.</li> <li>• Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided on the FOC/LSRC Due Date.</li> <li>• On time Performance for orders includes successful acceptance testing of loop under process agreed to between CLEC and ILEC. The CLEC may waive acceptance testing as a determinant of the end time for timely loop delivery.</li> </ul>

**Levels Of Disaggregation:**

- All Products Below Are Disaggregated Dispatch/Non-Dispatch As Applicable.
- All Products Below Are Reported by Total Met and Percent Missed Due to Lack of Facilities As Applicable.
- Dark Fiber is included with the UNE digital transport/loop product of similar capacity.

UNE Platform

Residential

Business (includes Centrex)

UNE Enhanced Extended Links (loop, multiplexer and transport)

Line Sharing

Line Splitting

UNE Loop-2 wire analog basic loops

UNE Loop-4 wire analog basic loops

UNE 2-wire Digital (DS0, ISDN BRI)

UNE Loop-xDSL loop

With Conditioning

Without Conditioning

UNE 4-wire Digital (DS1, ISDN PRI)

UNE Loop-DS3

UNE Loop-OCn.

Dedicated Transport (Interoffice Facilities)

DS0

DS1

DS3

OCn

Dark Fiber Loop and Transport

Trunks: (inbound, outbound and two-way)

Resale POTS

Resale Specials

Stand Alone LNP

Stand Alone Directory Listings

<b>Calculation:</b>	<b>Report Structure/Geography:</b>
<p><b>Percent Completed on Time – Total</b></p> <p>(Count of Orders Completed by ILEC Committed Due Date / Count of Orders Completed or Cancelled After the Due Date in the Reporting Period.) x 100</p> <p><b>Percent Missed Facilities Reasons</b></p> <p>(Count of Orders Missed for Facilities Reasons / Count of Orders Missed or Cancelled After Missed Due Date) x 100</p>	<p>CLEC Specific            CLEC Aggregate            ILEC Specific            ILEC Affiliate(s)            Geographic:                Provisioning/Maintenance Regions                or Competitive Zones</p>
<b>Benchmark/Parity Performance Standard:</b>	
95% On Time per Attachment A. Missed for Facilities = Diagnostic	
<b>Impact on Carriers' Regulatory Burden:</b>	
<p>Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition meaningful competition requires the ordering of such reporting and remedies. This is a standard, easily automated metric for most ILECs.</p>	

<b>Metric Number: Name:</b>	
<b>15. Percent Timely Coordinated Conversions</b>	
<b>Definition:</b>	
The measurement captures whether a coordinated cut begins on time and is completed within the appropriate time frame for the number of loops being converted.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC-Caused Delays</li> </ul>	
<b>Business Rules:</b>	
Timely performance means that the cut started within 10 minutes of the scheduled time interval and completed within the appropriate window for the number of converted loops. The existence of IDLC (integrated digital loop carrier) systems should not result in any change in the above timeliness designations. Any facilities cut earlier than the appointed time and any LNP translations changes untimely made or removed will be counted as a miss of this metric. For orders canceled at least 30 minutes prior to the scheduled disconnection and frame due time, any conversion that occurs on the previously scheduled due date will be considered a missed appointment and included in the conversion outage duration metric.	
<b>Levels Of Disaggregation:</b>	
LNP with Loop (Includes all types and capacity loops). Stand Alone LNP (With Special Access)	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
(Date and Time Re-termination is Completed by ILEC – Date and Time of Initial Service Interruption or Disconnect for Customer Transferring Service) / Count of Completed Coordinated Conversions in Reporting Period.	CLEC Specific CLEC Aggregate ILEC Affiliate(s) Geography: Provisioning/Maintenance Regions Or Competitive Zones.
<b>Benchmark/Parity Performance Standard:</b>	
1 – 9 lines in 1 hour 10 – 25 lines in 1.5 hours (90 minutes) 26 – 49 lines in 2 hours 50 – 99 lines in 3 hours 100 – 199 lines in 4 hours 200-plus lines in 8 hours	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This is a major customer-impacting process and needs to be done with minimal disruption to the customer's business. The ILEC should not be burdened by training its workers when to count a cut as timely and when not to for measurement. This will make the ILEC technician better aware of the harms from early facilities' cuts and late translation changes.	

<b>Metric Number: Name:</b>	
<b>16 (a) Average ILEC Caused Provisioning Outage Duration (b) Percent ILEC Caused Provisioning Outages</b>	
<b>Definition:</b>	
The first metric captures the duration of service outages caused by ILECs in coordinated transfers of customers to CLECs. The second captures the percentage of outages caused by the ILEC on coordinated conversions.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC-Caused Outages</li> </ul>	
<b>Business Rules:</b>	
The outages included in these metrics are those that occur during provisioning when the ILEC transfers a customer to the CLEC's switch. Duration of the outage begins when the outage is first reported by the CLEC or its customer and ends when the problem is resolved with the resolution reported to the CLEC. The ILEC may designate a special number to call in such problems before the customer is designated as the CLEC's customer for maintenance trouble reporting.	
<b>Levels Of Disaggregation:</b>	
All Outages Aggregated	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
<b>Average Outage Duration:</b>  (Date and Time of CLEC Informed of Outage Trouble Ticket Resolution – Date and Time of Outage Trouble Ticket Referred to the ILEC) Count of Trouble Tickets Resolved in the Reporting Period  <b>Percent of Conversions Experiencing Trouble:</b>  $\frac{\text{Sum (Conversions where Outage was Experienced During Provisioning)}}{\text{Total number of Conversions during Reporting Period}}$	CLEC Specific CLEC Aggregate ILEC Affiliate(s) Geographic: Provisioning/Maintenance Regions Or Competitive Zones.
<b>Benchmark/Parity Performance Standard:</b>	
1 hour average trouble duration. No more than 1% of conversions experiencing an outage.	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This should not be difficult to monitor, as the numbers of outages reported should be small. If	

the numbers are large then the burden is worth the effort as coordinated cuts that result in unplanned outages can seriously harm a CLEC's reputation in the market. Such activity could result in the return of the harmed customer to the ILEC and word of mouth leading to customers being fearful of the risks of transferring to competitors.

<b>Metric Number: Name:</b>
<b>17. Percentage of Orders Held <math>\geq</math> 5, 15, 30 Days</b>
<b>Definition:</b>
This measurement provides the percentage of orders being held past the standard interval (no FOC/LSRC) or due date (LSRC/FOC received) at the end of each reporting period.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Orders that have passed the due date as a result of CLEC, end user customer reasons.</li> <li>• Orders Cancelled Before the Due Date</li> <li>• Completed Orders.</li> <li>• Test Orders</li> </ul>
<b>Business Rules:</b>
This metric is computed at the end of each monthly reporting period. The metric covers both orders that have not been assigned a completion date due to ILEC reasons and those that have been held past a missed due date. Projects are included with cases of no committed due dates by calculating from a standard interval developed by multiplying the interval for non-projects to represent the number of lines included in the project. For example, if the project threshold is 51 lines and the order is for 100 lines, then the standard interval for less than 50 lines is multiplied by 2. The count of days pending begins on the missed due date (standard interval if no FOC/LSRC or confirmed due date) and continues until the end of the reporting period. The numbers pending 5-15, 16 to 30, and 31 or more days are grouped together and the percentage calculated.
<b>Levels Of Disaggregation:</b>
<ul style="list-style-type: none"> <li>• All Products Below Should Be Disaggregated Dispatch/Non-Dispatch As Appropriate.</li> <li>• All Products Below Are Reported by Total Met and Percent Missed Due to Lack of Facilities As Applicable</li> </ul> <p>UNE Platform          Residential          Business (Centrex)        UNE Enhanced Extended Links (loop, mutiplexer and transport)        Line Sharing        Line Splitting        UNE Loop-2 wire analog basic loops        UNE Loop-4 wire analog basic loops        UNE 2-wire Digital (DS0, ISDN BRI)        UNE Loop-xDSL loop          With Conditioning          Without Conditioning        UNE 4-wire Digital (DS1, ISDN PRI)        UNE Loop-DS3        UNE Loop-OCn.        Dedicated Transport (Interoffice Facilities)          DS0          DS1</p>



DS3 OCn Dark Fiber Loop and Transport Trunks: (inbound, outbound and two-way) Resale POTS Resale Specials	
<b>Calculation:</b>	<b>Report Structure/Geography:</b>
Total Number of Orders Pending 5, 15, 30 Days past the standard (no FOC) or committed (LSRC/FOC) due date / Total Number of Orders Pending Completion.	CLEC Specific CLEC Aggregate ILEC Affiliate(s) Geography: Provisioning/Maintenance Regions Or Competitive Zones
<b>Benchmark/Parity Performance Standard:</b>	
Less than 2% pending 5 or more days Less than 1% pending 15 or more days Less than 0.5% pending 30 or more days Held for Facilities = Diagnostic	
<b>Impact on Carriers' Regulatory Burden:</b>	
Dominant carriers on which CLECs depend must bear the burden of assuring the performance provided to their CLEC customers is (1) at parity with retail service or (2) at a benchmark level that provides the CLEC with a meaningful opportunity to compete. CLECs do not have the leverage to negotiate satisfactory service level agreements and enforcement clauses from their major (if not sole-source) supplier and competitor and meaningful competition requires the ordering of such reporting and remedies. This metric should not burden the ILEC as its systems should retain information on all orders competed or not completed for tracking purposes. Working in tandem with Missed Appointment and Average Interval metrics, this metric ensures that such metrics are not made to look good by holding orders from completion at all. Therefore, its benefits to fostering competition far outweigh any minor burden to ILECs.	